

<b>Job Title:</b> Performance Analyst – Children’s Services	<b>Role Profile Number:</b> ENN46
<b>Grade:</b> N	<b>Date Prepared:</b> Feb 2021
<b>Directorate/Group:</b> Enabling Services/ Performance, Intelligence & Insight	<b>Reporting to:</b> Intelligence Lead

**Job Purpose**

- To provide analytical support to colleagues across Children’s Services including Education, Early Help and Social Care
- To provide performance reports to aid decision making and resource allocation
- To act as a point of contact in relation to data for colleagues across Children’s Services as well as for the Department of Education and OFSTED.
- To be involved in identifying and improving performance issues and offering insight and project support
- To be involved in collating and completing statutory reports

**Key Accountabilities**

- Produce performance reports for managers across Children’s Services based upon locally collected data and official releases from the Department for Education/OFSTED
- To manage integrated data collection and reporting processes ensuring that data is quality assured to provide accurate management information
- To produce regular operation reports as well as insightful analysis according to business needs and strategic pieces of work
- To interpret guidance and then collect, process and produce data for statutory returns
- To liaise with internal departments and external partners
- To develop strong working relationships across all levels of the organisation to enable you to question and challenge and to ensure you can provide tailored analysis and support
- To investigate trends arising from the data and provide a positive challenge to operational managers and commissioners in terms of questions arising from the data
- Undertake comprehensive and complex cross referencing of data sources to test out hypothesis linked to performance
- To support links between Children’s and Adult Social Care services, data and analysis.
- To produce and present regional and national benchmarking data analysis to inform the business on our comparator position and areas or improvement
- To support in the collection of ad-hoc data as requested for internal and external parties including Freedom of Information requests and Subject Access Requests

- Ensuring compliance with GDPR, the Data Protection Act and the Freedom of Information Act
- To extract and process of data from internal systems using existing reporting tools and support in the development of new reports to meet business needs
- Contribute towards data sharing arrangements and internal data quality/recording practices
- Keep up to date with the most recent BI tools, analytical techniques and reporting software in order to continually improve analysis through proactive research and networking
- To pass on knowledge to other members of the team to ensure effective sharing of skills

### **Supplementary Accountabilities**

- Support colleagues across the wider Performance, Intelligence & Insight team to meet demands as required
- To engage in the South West regional meetings/ discussions to share knowledge and learning to inform and improve data provision and consistency across the region

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

#### Essential

- Experience of working in a team in an office environment
- Experience of working with data and statistics in an analytical capacity including collecting, processing quality assuring
- Strong analytical skills including the ability to identify key findings and use of statistical techniques
- Experience of producing insightful analysis to support performance improvement, decision making and resource allocation
- Experience of using databases and management information systems
- Ability to obtain and analyse data using a range of systems and present in a range of formats using visualisation software
- Strong MS Office application skills including Advanced Excel and Word.
- Strong English and Maths skills
- Excellent organisational skills with a strong attention to detail in order to provide accurate information

#### Desirable

- Experience of data reporting tools such as Business Object and Crystal Reports
- Experience of BI and visualisation tools such as Power BI, Tableau
- Experience of use of databases and record management systems such as Capita One
- Relevant experience in a local authority and the issues faced by the public sector
- Previous experience of working with data relating to Children's Services

### **Qualifications**

#### Essential

- Educated to Degree level standard (or equivalent) in a relevant discipline, with Mathematics at GCSE (or equivalent) or extensive compensatory experience.

## Decision Making

- Manage a varied workload
- Prioritise tasks to achieve effective time management
- Work in proactive manner
- Identify, investigate and raise any performance, trend data quality issues
- Ability to challenge and make recommendations to influence the thinking of others

## Creativity and Innovation

- Ability to develop an understanding of a new working environment and Council services quickly
- Proactively keep on top of guidance and methodology changes.
- Challenge establish working processes and develop innovative solutions
- Communicate and present complex analysis in a way that is accessible to a range of audiences
- Provide insight and new analysis to meet changing business requirements and develop integrated reporting with other members of the team

<b><u>Job Scope</u></b> <b>Number and types of jobs managed</b> <ul style="list-style-type: none"><li>• None</li></ul> <b>Typical tasks supervised/allocated to others</b> <ul style="list-style-type: none"><li>• Requesting support from other members of the team where required</li></ul>	<b>Budget Holder Responsibility</b>     <b>Asset Responsibility:</b>	No     No specialist assets
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## Contacts and Relationships

- Work with a range of internal colleagues and external stakeholders at all levels
- Provide advice to colleagues to aid decision making
- Network with internal colleagues and external support networks
- Liaise with the Department for Education, Schools and commissioned services to improve the quality of data generated for statutory returns and from management information systems
- Develop and maintain data sharing agreements with relevant partner agencies
- Work collaboratively with other members of the team and support wider work in the use of performance and analysis
- Good interpersonal and communication skills in order to negotiate requests for work and suggest solutions

## Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

## Other Key Features of the role

- Ability to travel around Swindon and out for national meetings as required
- Flexibility to meet the demands of the role
- Ability to work in a fast pace work environment
- Work with confidential information in a professional manner

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	